

MEMBERS OF THE UNIVERSITY OF CALIFORNIA LANL COMMUNITY
ENROLLED IN DELTA DENTAL

Dear UC Delta Dental Members:

In June we wrote to the LANL community about the change in payment level for dentists who were not participating in the Delta network effective June 1, 2003. At that time, we indicated that the University was concerned about maintaining an adequate provider network in Los Alamos, and that UC was working closely with our outside consultant and Delta Dental to maximize the options available to members. Both the LANL Benefits Office and the University have been actively working with Delta to maintain the adequacy of the network.

For many years, the dental program has been administered by Delta Dental Plan of New Mexico through a subcontracting arrangement with the University's contractor, Delta Dental Plan of California. This subcontracting arrangement will change at the beginning of next year. In keeping with the more usual way that Delta Dental Plans handle large accounts, the administration of the Delta plan for Los Alamos is being transferred from Delta of New Mexico to Delta of California. This means that both claims processing and customer service for LANL will be handled by Delta of California. This change will also give the University and Delta of California closer oversight of the LANL situation and the community's needs.

Delta of New Mexico is sending the attached communication to participating dentists who treat LANL enrollees to let them know many of the details of the change. Delta is also meeting with non-participating dentists in the area to discuss this change and continue to address issues previously voiced by them.

Although this is a major undertaking, the transition will begin quickly and the changeover will be completed effective January 1, 2004.

The University and Delta Dental remain committed to making every effort to minimize the impact of provider disruptions on LANL employees.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark Esteban', with a long horizontal flourish extending to the right.

Mark Esteban
Director
Health & Welfare Policy & Program Design

cc: Sandra Haire, Benefits and Employment Services Group Leader, LANL